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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION
QUEUEING USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Marie C. Ubiles Group Art Unit: 2151
Docket No.: SBL0012US

Austin, Texas
April 12, 2006

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. §1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
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Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office		Attorney Docket No.: SBL0012US	Application No.: 09/895,456
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant(s): Anil Annadata et al.	
		Filing Date: June 29, 2001	Group Art Unit: 2151

U.S. Patent Documents

*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,961,620	Oct. 5, 1999	Trent et al.	710	105	
	AB	6,108,695	Aug. 22, 2000	Chawla	709	217	
	AC	6,118,899	Sept. 12, 2000	Bloomfield et al.	382	233	
	AD	6,314,451	Nov. 6, 2001	Landsman et al.	709	203	
	AE	6,480,600	Nov. 12, 2002	Neyman et al.	379	265.09	
	AF	6,493,760	Dec. 10, 2002	Pendlebury et al.	709	229	
	AG	6,690,788	Feb. 10, 2004	Bauer et al.	379	242	
	AH	6,771,765	Aug. 3, 2004	Crowther et al.	379	265.09	
	AI	6,963,783	Nov. 8, 2005	Bi et al.	700	94	
	AJ	6,978,311	Dec. 20, 2005	Netzer et al.	700	232	

Patent Application Publication

		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
	AK	2002/0026335	Feb. 28, 2002	Honda	705	4	
	AL	2002/0042845	April 11, 2002	Burmann et al.	709	249	
	AM	2003/0014598	Jan. 16, 2003	Brown	711	141	
	AN	2005/0003812	Jan. 6, 2005	Gladwin et al.	455	426.1	
	AO	2005/0010526	Jan. 13, 2005	Takahashi et al.	705	44	

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

	AP	
	AQ	
	AR	

Examiner	Date Considered:
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>	